

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Arkansas

State of Respondent

6/26/2012

ETC's Included In This Report

ETC#1:
ETC#2:
ETC#3:
ETC#4:
ETC#5:
ETC#6:

LEGAL ENTITY NAME
Windstream Arkansas, Inc.

SAC
401691

Person to contact for questions:

Name: Jeff Heacox
Phone Number: 501-748-5390
E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036

Ms. Jan Sanders, Secretary
Arkansas Public Service Commission
P.O. Box 400
Little Rock, AR 72203-0400

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
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- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
401691	16-Feb-11	3:41 PM	AR_PRVL:ARMMML:SRI20 O: SRLK (NT4T09) PRVL PE 06 6 08 0 LAST LINK TO REMOTE BEING REMOVED	copper cable spliced	Local	MMLLARXA	Repaired or replaced cut cable	256
401691	18-Feb-11	11:35 AM	AR_FRDY PM107: CBSY RMM 18, 19, LCM CRTH 0 O CBSY, LEOL 0 0 CBSY	All remotes back inservice. All dialtone services restored. Fiber put back together.	Local	CRTHARXA	Repaired or replaced cut cable	552
401691	2/18/2011	11:45 AM	AR_SHDN TOLL ISOLATED, BOTH A-LINKS DOWN PER SS7 GROUP	Part of the fiber cut repaired and SS7 links restored. Site is no longer isolated.	Local	SHRDARXA	Repaired or replaced cut cable	9,229
401691	2/23/2011	9:48 AM	AR_GLWD PM102: SYSB LCM UMPR 00 0, ESA UMPR 1, RMM 28	called c.o. for update// spoke to joe//he notified me that a temporary splice is in place and that service is restored//i verified the switch// PM 0 0 4 0 0 115	Local	UMPRARXA	Repaired or replaced cut cable	388
401691	3/5/2011	12:31 AM	AR_MRSH: SEARCY COUNTY E911 OUTAGE // 208 Factory Rd, Marshall, Searcy County AR	Detailed Description of what was done to repair the Outage: Ricky/WIN called says he found and fixed an open cable pair. He tested	E911	MRSHARXA	Connecting company repaired cut cable	5,013
401691	3/25/2011	2:41 AM	AR_PRVL ARBGLW ALM031: MAJ SET BGLW DED	Brought BGLW back INS. Reset LCMs.	Local	BGLWARXA	Replaced faulty hardware	833

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401691	3/28/2011	12:41 AM	AR_PRRY: PERRY COUNTY 911 ALI DOWN	Long format delivered via E-Mail: Event ID: Set at runtime - MARKET OUTAGE Category: Outage Status: Set at runtime Start Time: Set at runtime ETR: UNKNOWN FCC Reportable On: Mar 29, 2011 2:40:00 AM Remedy Ticket#: 6435280 Services Impacted: Voice - E911 Outage Type: MARKET OUTAGE Exchanges: AR_PRVL Start Time: Mar 28, 2011 12:41:00 AM Impact: 577 LINES Suppress Notification: False IVR Deflections: Update appended to the event ... OUTAGE RESTORED The Perry County Sheriff's office equipment vendor installed a	E911	PRRYARXA	Connecting company replaced faulty equipment	577

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401691	3/29/2011	11:54 AM	AR_EKNS_ARSTPL: ALM031: MAJ SET STPL DED	RESTORED BOTH RSC LINKS TO ST PAUL PER AL	Local	STPLARXA	Replaced faulty hardware	929
401691	4/25/2011	2:50 AM	AR_GLWD CBSY RCC2 LCBG 1	fiber terminal brought back up	Local	GLWDARXA	Replaced faulty hardware	3,667
401691	4/25/2011	9:34 PM	AR_EKNS_AR_WFRK_AR BRVL ALM031: CAT SET WFRK CCS7	There was a fibercut near Fayetteville, AR in Fibertel's network. There was also a bad card in the Cyan in West Fork. One side of the ring is now up insv and all three sites are no longer toll isolated.	Local	EKNSARXA	Connecting company replaced faulty equipment	12,716
401691	4/26/2011	8:50 PM	AR_MRSH_ARLESL ALM031: MAJ SET LESL DED	Fiber has been spliced and the remote is back insv.	Local	LESLARXA	Replaced faulty hardware	595
401691	5/2/2011	1:28 AM	AR_PRVL_SFRC_DED: ALM031: MAJ SET SFRC DED R_PRVL_LCE_01_2: IFC525: LCMC (NT6X51) SFRC LCE 01 2	Local techs repaired span going to LCMC SFRC LCE 01 01. Span going to LCMC SFRC LCE 01 02 is still in trbl. They are aware.	Local	SFRCARXA	Replaced faulty hardware	193

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401691	5/2/2011	5:14 AM	AR_GLWD_ARMRBO: Pike County Sheriff Murfreesboro AR- PSAP down	AT&T Tickets ey002381 & 2 are now closed. Per AT&T, storms through the area affected customer provided equipment that caused the problem. Tech reset the trunk module and routed calls back to normal at approximately 11:22 AM EST.	E911	MRBOARXA	Connecting company replaced faulty equipment	3,078
401691	5/7/2011	11:41 AM	AR_PRVL_ARSFRC SRI200: SRLK (NT4T09) PRVL PE 06 4 04 0 LAST LINK TO REMOTE BEING REMOVED	Per Windstream Technician, a County road crew cut the cable. Tech has spliced one span back together and NOC restored.	Local	SFRCARXA	Repaired or replaced cut cable	299

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401691	5/24/2011	12:10 AM	AR_PRVL: SRI200: SRLK (NT4T09) PRVL PE 06 4 04 0 LAST LINK TO REMOTE BEING REMOVED	AR_PRVL: SRI200: SRLK (NT4T09) PRVL PE 06 4 04 0 LAST LINK TO REMOTE BEING REMOVED/LOCAL TECH IRWIN CALLED IN; REPLACED A DEFECTIVE REPEATER CARD FOR SRLK PE 6 4 4 0; ALSO RESEATED THE REPEATED CARD FOR SRLK PE 6 4 6 0; RTS BOTH SRLK'S BACK INTO SERVICE; CONFIRMED DIALTONE; SENDING OUT CLOSING OUTAGE NOTIFICATION;	Local	SFRCARXA	Replaced faulty hardware	194
401691	5/31/2011	1:09 PM	SRI200: SRLK (NT4T09) PRVL PE 06 4 04 0 LAST LINK TO REMOTE BEING REMOVED	copper cable on CR 465 was cut by the County road crew performed maint. He has repaired the cut and NOC	Local	SFRCARXA	Repaired or replaced cut cable	299
401691	7/7/2011	10:21 AM	AR_MRSH: 911 PSAP IN SEARCY COUNTY HAS BEEN REROUTED	WIN replaced 2 NIUÆs damaged by lightning	E911	MRSHARXA	Replaced faulty hardware	5,013
401691	7/28/2011	5:04 PM	AR_PRVL_ARSFRC SRI200: SRLK (NT4T09) PRVL PE 06 4 06 0 LAST LINK TO REMOTE BEING REMOVED	Per Erwin, splicer replaced defective repeater cards and span restored.	Local	SFRCARXA	Replaced faulty hardware	299

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401691	8/12/2011	10:14 AM	AR_GNBR: CBSY RCC DMCS 1 RCC MGTN 2	The fiber has been spliced. Service restored at 17:10.	Local	MGTNARXA	Repaired or replaced cut cable	1,769
401691	8/24/2011	6:50 AM	AR_TKMN ALM031: CAT SET TKMN CCS7	Fiber temporarily patched	Local	TCMNARXA	Connecting company repaired cut cable	2,042
401691	8/25/2011	11:09 AM	AR_LTRK CE1010 OC48 Fac 3-1 & 4-1 LOS	splicing complete	Special	GLWDARXA	Connecting company repaired cut cable	32,256
401691	9/9/2011	4:15 PM	HRSNARHRSNXAO1Y CYAN	DELETED AND REBUILT TESI TUNNEL FOR EVPL TRAFFIC	Special	HRSNARXA	Reviewed procedures with Telco employee	48,384
401691	9/9/2011	4:15 PM	HRSNARHRSNY01A CYAN	Circuits were restored by building another Tesi and moving the circuits to it.	Special	HRSNARXA	Replaced faulty hardware	48,384
401691	9/29/2011	8:44 AM	AR_GNBR: TRK103: FLTGROUP_ALARM 911QUITMAN 50% BUSY	Restored	Local	GNBRARXA	Connecting company repaired cut cable	18,737
401691	9/29/2011	8:44 AM	AR_HRSN_HRSN_911: TRK103: FLTGROUP_ALARM HRSN_911 100% BUSY	E911 restored.	LD & E911	HRSNARXA	Connecting company repaired cut cable	4

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				Spoke w/transport & they informed me that AT&T had corrected two fiber issues approx. 2PM.				
				Logged into the switch...verified there were no alarms				
				.# list trb TRB000 17:02:51 29/09/11 17:02:51 GENERIC = 504 ISSUE = 10 17:02:51 CPU0 ACTV CLK0 ACTV 17:02:51				
				#248 17:02:51 TRB001 SYSTEM OK				
401691	9/29/2011	9:45 AM	AR_ELAN ALM031: MAJ SET ELAN CCS7	Access the Calnet system & initiated a long distance call to the 216 area code. Call completed success	Local	ELANARXA	Notified connecting company of procedural problem	894

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401691	16-Feb-11	3:41 PM	AR_PRVL:ARMMMLL:SRI20 O: SRLK (NT4T09) PRVL PE O6 6 08 0 LAST LINK TO REMOTE BEING REMOVED	copper cable spliced	Local	MMLLARXA	Repaired or replaced cut cable	256
401691	10/23/2011	3:17 AM	AR_GNBR_RSBD AND RGNB - : PM107: CBSY RCC2 PGBN 3/ RSBD 2	RCC2 RSBD 2 AND PGBN 3 ARE CBSY - MAJOR OUTAGE- PLANNED - MOP#102011133046	Local	PNGBARXA	Scheduled Outage	3,626
401691	11/4/2011	5:16 PM	AR_PRVL_ARBGLW ALM031 CAT SET BGLW DED	dialtone and test calls make after fiber was spliced.	Local	BGLWARXA	Repaired or replaced cut cable	952
401691	11/4/2011	5:16 PM	AR_PRVL_ARLTIT ALM031: CAT SET LTIT DED	Fiber has been repaired.	Local	LTITARXA	Repaired or replaced cut cable	544
401691	11/6/2011	1:42 AM	AR_GNBR: PM107: CBSY RCC2 QTMN 1/ RCC2 PGBN / RCC2 RSBD 2	MOP 102011133046- SCHEDULED- OUTAGE DURATION WAS 1 HOUR AND 1 MINUTE	Local	RSBDARXA	Scheduled Outage	5,260

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401691	11/8/2011	7:23 AM	AR_GNBR: PM107: CBSY RCC2 RSBD 2	RCC2 2 InSv Links_OOS: CSide 0, PSide 0 5 TrnsI_ Unit0: Act InSv 6 Tst_ Unit1: Inact InSv 7 Bsy_ 8 RTS_ POST: 9 Offl 10 LoadPM_ 11 Disp_ 12 Next	Local	RSBDARXA	Scheduled Outage	1,899
401691	11/8/2011	7:23 AM	AR_GNBR: PM107: CBSY RCC2 PGBN 3	CSide 0, PSide 0 5 TrnsI_ Unit0: Inact InSv 6 Tst_ Unit1: Act InSv	Local	PNGBARXA	Scheduled Outage	1,727
401691	11/16/2011	3:41 PM	AR_PRVL: DMS10 SRI200: SRLK NT4T09 PRVL PE 06 6 20 0 LAST LINK TO REMOTE BEINGREMOVED	Splicers rep'd cut cable. NOC verified all to be in service.	Local	BGLWARXA	Repaired or replaced cut cable	1,185
401691	11/16/2011	10:52 PM	AR_PRVL_ARBGLW_ARLTI T	The fiber has been spliced permanently. Both remotes are back up inservice.	Local	BGLWARXA	Scheduled Outage	1,185

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
401691	GNBRARXA	1	Needed additional plant
401691	HRSNARXA	1	Needed additional plant
401691	PRVLARXA	1	Needed additional plant
401691	SHRDARXA	1	Needed additional plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
401691	AMTYARXA	2
401691	BEVLARXA	2
401691	BGLWARXA	2
401691	BRDNARXA	2
401691	COVEARXA	3
401691	CRSTARXA	1
401691	CRTHARXA	3
401691	DASYARXA	2
401691	DEQNARXA	2
401691	DLGHARXA	2
401691	DLRKARXA	3
401691	DMSCARXA	2
401691	DRCKARXA	3
401691	DRKSARXA	1
401691	EKNSARXA	2
401691	ELANARXA	4
401691	ENOLARXA	4
401691	FRDYARXA	1
401691	GLHMARXA	2
401691	GLWDARXA	2
401691	GNBRARXA	2
401691	GRFRARXA	2
401691	HORTARXA	3
401691	HRSNARXA	1
401691	HTFDARXA	2
401691	LCBGARXA	2
401691	LEOLARXA	2
401691	LESLARXA	2
401691	LTITARXA	5
401691	MGTNARXA	3
401691	MLBYARXA	2
401691	MMLLARXA	2
401691	MRBOARXA	2
401691	MRSHARXA	2
401691	MTIDARXA	1
401691	NMRDARXA	2
401691	NRMNARXA	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
401691	ODENARXA	2
401691	OKGVARXA	3
401691	OKLNARXA	3
401691	PNGBARXA	3
401691	PRRYARXA	2
401691	PRVIARXA	2
401691	PRVLARXA	2
401691	QTMNARXA	3
401691	RSBDARXA	3
401691	RUDDARXA	3
401691	SFRCARXA	7
401691	SHRDARXA	2
401691	SPRKARXA	1
401691	STPLARXA	2
401691	SWTNARXA	3
401691	TCMNARXA	2
401691	UMPRARXA	4
401691	VILNARXA	3
401691	WCKSARXA	3
401691	WFRKARXA	2
401691	WLMTARXA	2
401691	WTSPARXA	5

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Arkansas.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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Annual Report Certification

June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

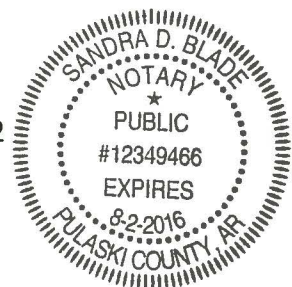
Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

John Fletcher Dated this 27 day of June, 2012
John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012

Sandra D. Blade
Notary Public : Sandra Blade



My Commission Expires: August 2, 2016